

We had cable modem internet hook-up through AT&T with a University discount. When Comcast took over ATT's cable modem service, we were assured that the University discount would continue by a number of people.

When I got the first bill it did not include the discount. I called and the customer service person at Comcast said she had to write a "ticket" to have the problem addressed.

After two weeks I hadn't received a response. I called again. The customer service rep could not find any evidence of the previous ticket, but wrote a new one. She said I had to wait a week because they would not be in the office for four days because of Easter in Canada (?!? - Easter in Canada is the same weekend as here - this Sunday).

I waited 10 days, got my second bill without changes, and called back. This time the customer rep only said that the ticket had been reviewed and "you have to call someone at the University". He didn't give any further directions. I asked if I could talk to a manager or someone who reviews these tickets. He said there was no one I could talk to. I asked him how I could appeal it. He said I couldn't. I asked if my only course was to complain to the public utilities commission. He said I could, but that they weren't a public utility and so it wouldn't do any good (a bit smugly, I might add....).

I gave up and called the franchise office in St. Paul and left a message. Meanwhile, I thought I'd try one more time. This time I got a very helpful woman, who gave me full, specific information on what to do to have the University discount re-instated on our account. Why the previous caller couldn't have done this, I don't know. Our account has been straightened out, and they will credit our account for the discount for the first two months.

I'm glad to have this straightened out but am appalled at Comcast's customer service. A ratio of one out of four quality service calls is abysmal and not acceptable in a service industry, much less a communications company.

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